

ANNUAL UMG/JDH AMBULATORY COMPETENCY CHECKLIST

Position Title: Clinical Nurse

Department: Diabetes Education

Employee Name:

Method of Instruction Key: P = Protocol/Procedure Review E = Education Session S = Self Learning Package C = Clinical Practice D = Demonstration	Method of Evaluation Key: O = Observation (in clinical setting) RD = Return Demonstration T = Written Test V = Verbal Review	Method of Instruction (Use Instruction Key on Left)	Evaluation Summary			Evaluation Method (Use Evaluation Key on Left)	Comments
			Competent	Initials	Date		
			Yes	No			

I. SAFETY/INFECTION CONTROL							
Locates emergency equipment							
Demonstrates ability to activate codes							
Disposes of needles/sharps/catheters in designated containers per protocol							
Demonstrates appropriate use/disposal of red bag waste							
Maintains clean, organized and safe environment							
Promotes culture of safety; identifies and documents concerns using safety reporting.							
Locates link to Patient Safety Net							
Participates in routine checking of emergency cart supplies and equipment, and orders replacement supplies as needed.							
Locates fire extinguishers							
Locates fire alarm pull boxes on unit							
See Unit Specific Page							
II. EQUIPMENT							
Utilizes standard unit specific technology and advance technology as appropriate.							
Operates the following equipment according to protocol:							
Computer							
Expediter Call System							
Telephone/beeper system							
Patient Lift System							
See Unit Specific Page							
III. DOCUMENTATION/COMMUNICATION							
Documents data in patient medical record per protocol							

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Reviews schedules for patient appointments							
Documents triage interactions							
Documents medications, performance of procedures, patient responses, & instructions.							
Completes lab requisitions accurately and correctly							
Completes radiology requisitions accurately and correctly							
Completes consultation forms correctly							
Reviews minutes from staff meetings							
Demonstrates ability to use electronic correspondence/forms							
Accesses patient information in LCR and EMR							
Provides factual information to patient or patient designee ensuring HIPAA compliance							
Maintains patient confidentiality and assures disposal of documentation containing patient information appropriately							
Accesses courier services as necessary							
Demonstrates ability to order necessary forms per protocol							
Attend CPT/ICD-9 coding class with documentation in patient record							
Completes e-triage messages							
Communicates/reinforces treatment plan to patient, and documents encounter in medical record.							
See Unit Specific Page							
<b>IV. PERFORMANCE IMPROVEMENT</b>							
Participates in performance improvement activities							
Delegates responsibility to team members based on assessment of competencies							

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Defines oneself as a member of the multidisciplinary team							
Shows commitment to learning new knowledge and skills to enhance service to customer/patients and achieve organizational goals							
Participates in unit based continuous quality improvement projects.							
<b>V. DECENTRALIZED LAB</b>							
See Unit Specific Page							
<b>VI. PROVISION OF CARE</b>							
Assessment of Patient:							
Makes critical observations and reports them accordingly to physician							
Recognizes and responds to emergency situations per protocol							
Recognizes and adapts to the individual learning needs of selected patients and families							
Planning of Patient Care:							
Develops plans of care utilizing established standards of care							
Establishes appropriate priorities in planning of patient care							
Organizes and plans assigned duties to complete tasks with appropriate timeframes							
Delivery of Patient Care:							
Successfully implements plan of care objectives							
Adapts medical techniques to the needs of the							

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individual patient without deviating from standard technical policy							
Assures privacy and dignity of patients during care							
Evaluation of Patient Care:							
Evaluates patient's response to therapeutic intervention							
Documents patient's response in accordance with applicable policies and procedures							
Communicates changes in clinical status to appropriate supervising medical staff and multidisciplinary team members within an appropriate time frame							
Collaborates with members of interdisciplinary team and community resources to effect continuity of established plan of care							
Supports research activities throughout the management of patient care							
Assists physician with procedures as needed							
Delegates responsibility to team members based on assessment of competencies							
Supervises assigned personnel to ensure appropriate implementation of care							
Functions as a clinical resource person by demonstrating proficiency in specific clinical skills							
Utilizes the UMG Case Manager in the planning and implementation of patient's plan of care as appropriate.							
Collaborates with the Diabetes Educator in the planning, delivery, and evaluation of care of diabetic patients as appropriate.							

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Assist in identifying and contracting patient's appropriate for a Medication Use Agreement.							
Monitoring of patients contracted with a Medication Use Agreement.							
Patient Education and Teaching-use of available patient education tools (Carenotes, approved pamphlets and brochures)							
DPH Reportable Disease Submission and Follow Up							
Use of pain scale in assessing pain							
See Unit Specific Page							
<b>VII. AGE SPECIFIC</b>							
Appropriately evaluates patient, family and staff educational needs							
Communicates information to patients and family in language that is clearly understood.							
Identifies age specific education needs based on diverse patient and family population.							
Seeks and distributes appropriate education materials.							
See Unit Specific Page							
<b>VIII. CUSTOMER SERVICE</b>							
Committed to determining and exceeding patient/customer needs and promotes area service standards							
Takes responsibility for job by reporting to work on time and considering the needs of the unit when requesting time off							
Recognizes how actions will affect others and uses problem solving skills and creativity to address identified opportunities							

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IX. CLERICAL SKILLS							
Utilizes telephone/beeper system per protocol							
Prepares vouchers according to protocol							
Demonstrates the process of disposing printed materials which contain patient information							
Identifies the number for IT call center (x4400)							
X. FISCAL RESPONSIBILITY							
Complies with policies regarding patient charges, supplies, etc.							
Participates in activities aimed at evaluating and improving fiscal outcomes of care							
Billing voucher completion following nursing encounter							
Utilizes assigned case numbers for patient visits associated with research studies, motor vehicle accidents and workers compensation.							
Completes ABN validation for Medicare Part A&B patients							
Use of proper CPT and ICD9 codes when submitting requisitions and vouchers.							
See Unit Specific Page							
XI. IDX SCHEDULING & REGISTRATION SYSTEM AND CLINICAL INFORMATION SYSTEMS							
Demonstrates ability to locate patient in database							
Performs mini- registration of new patient							
Performs scheduling & canceling of appointment							
See Unit Specific Page							
XII. EDUCATION							
Completes required yearly education courses as noted in							

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UNIT SPECIFIC CHECKLIST:							
<b>II. EQUIPMENT</b>							
Glucometers-multiple devices							
HgbA1C device-"DCA 2000 Plus"							
Clinitek 50 Urine Chemistry Analyzer							
Insulin pumps-multiple devices							
Inhaled insulin delivery devices-multiple							
Insulin pen devices-multiple							
Continuous glucose monitor							
Power Point software							
LED projector							
DVD/VHS player							
Dictation equipment							
<b>III. DOCUMENTATION/COMMUNICATION</b>							
Downloads data from patient's glucometer to Diabetes Education computer software program							
Enters patient data into Diabetes Access Database							
Utilizes approved Diabetes Education encounter forms and flowsheets for documenting patient data.							
<b>V. DECENTRALIZED LAB</b>							
Urine dipstick testing							
Hemoglobin A1C testing							
Fingerstick blood sugar testing							
<b>VI. PROVISION OF CARE</b>							
Use of pain scale in assessing pain							
Diabetes patient education: group workshops and individual							

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session							
Instructs patient on use of food and fingerstick blood sugar diaries							
Utilizes ADA target goals in Diabetes Care Plan development							
Implements and follows approved diabetes protocols for diabetes patient management, and medication dosing adjustments.							
Collaborates with registered dietician as appropriate in the development of the patient's diabetes treatment plan.							
Demonstrates awareness and knowledge of nutritional guidelines in diabetic care, and incorporates them into treatment plan.							
Coordination of incoming referrals-evaluation/triaging and scheduling							
Orders UCHC specific diabetes education materials through Reprographics							

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Competency Checklist Updated: 11/08

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